



County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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June 13, 2013

TO: Each Supervisor

FROM: 
Sheryl L. Spiller, Director

**SUBJECT: MICHAEL J. SYLVESTER II – ASSISTANT DIRECTOR - RECIPIENT OF
THE WINSTON CROUCH AWARD FOR INNOVATION IN
GOVERNMENT**

I am pleased to notify the Board that Michael J. Sylvester II, Assistant Director of the Los Angeles County Department of Public Social Services (DPSS), who previously was named as one of Computerworld's Premier 100 IT Leaders for 2013, will also be receiving the Winston Crouch Award for Innovation in Government from the Southern California Chapter of the American Society for Public Administration (ASPA). He will be accepting the award on June 20, 2013, at their annual ceremony and luncheon held at the California Endowment in downtown Los Angeles.

The Winston Crouch Award for Innovation in Government is presented by ASPA to an individual who has proven to be a leader in developing new and creative approaches to providing public services. Mr. Sylvester is spearheading change within DPSS through the implementation of leading-edge technologies that improve our services to the public, increase access to our programs and services, and increase efficiency for our staff. Some of the most impactful projects he oversees for DPSS are:

- The Customer Service Center (CSC), which employs state of the art Voice Over IP telephony technology to provide readily available services to the public directly over the telephone (including 24/7 self-service);
- The Electronic Document Management System (EDMS), which has successfully converted over a million of the Department's cases from paper to electronic records, helping the Department become more efficient and increase customer service through expanded case file access;

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- Your Benefits Now (YBN!), which is a web portal that potential applicants can access to apply for DPSS program benefits, and also allows existing participants to securely login to check on their case status, recent grant amounts and distributions, check upcoming required reporting dates and/or appointments, and perform other self-service functions available 24/7 over any Internet connection from home, libraries, or a family member or friend's computer, all without having to travel to a district office; and
- The Data Mining Solution (DMS), which is a software platform that utilizes advanced predictive analytics, data integration, historical data pattern analysis, social network analysis, and business intelligence to detect and prevent fraud and improve the overall program integrity of DPSS' Child Care Stage One program.

I would like to congratulate Michael and his team(s) on this tremendous achievement. I would also like to express my sincere appreciation to the Board, the Chief Executive Office and the Chief Information Office for continuously supporting our leading-edge technology projects, and for recognizing their potential to dramatically improve government services to the public.

SLS:cc

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Deputy Chief Executive Officer
Chief Information Officer